



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: RICE  
Serial No.: 10/622,260  
Filed: JULY 17, 2003  
Due Date: OCTOBER 17, 2003  
Title: AUTOMATED RIGHT-PARTY CONTACT TELEPHONE SYSTEM

Examiner: UNKNOWN  
Group Art Unit: UNKNOWN  
Docket: 12020.1USC1

**CERTIFICATE UNDER 37 CFR 1.8:**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on October 17, 2003.

By: 

Name: John C. Reich

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**23552**

PATENT TRADEMARK OFFICE

Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
- ☒ Information Disclosure Statement, Form 1449, 1 Reference(s)
- ☒ Return postcard

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

MERCHANT & GOULD P.C.  
P.O. Box 2903, Minneapolis, MN 55402-0903  
612.332.5300

By: 

Name: John C. Reich

Reg. No.: 37,703

JReich:PLSkaw



Serial No. 10/622,260

PATENT

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By: 

Name: James E. Reich

INFORMATION DISCLOSURE STATEMENT (37 C.F.R. § 1.97(b))

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

With regard to the above-identified application, the items of information listed on the enclosed Form 1449 are brought to the attention of the Examiner.

This statement should be considered because it is submitted within three months of the filing date of the above-identified application, which is not an application under 37 C.F.R. § 1.53(d). Accordingly, no fee is due for consideration of the items listed on the enclosed Form 1449.

In accordance with 37 C.F.R. § 1.98(a)(2) and § 1.98(d), copies have been provided only for those items listed on the enclosed Form 1449 that have not previously been cited by or submitted to the U.S. Patent and Trademark Office in parent applications, U.S. Serial No. 09/416,299 filed on October 12, 1999; Serial No. 09/216,274, filed on December 18, 1998; Serial No. 09/170,501, filed on October 13, 1998; Serial No. 09/069,428, filed on April 29, 1998; and Serial No. 08/994,110, filed on December 19, 1997.

No representation is made that a reference is "prior art" within the meaning of 35 U.S.C. §§ 102 and 103 and Applicants reserve the right, pursuant to 37 C.F.R. § 1.131 or otherwise, to establish that the reference(s) are not "prior art." Moreover, Applicants do not represent that a

reference has been thoroughly reviewed or that any relevance of any portion of a reference is intended.

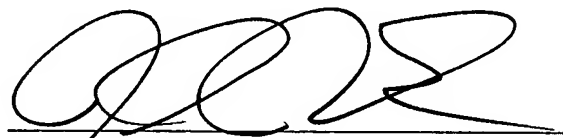
Consideration of the items listed is respectfully requested. Pursuant to the provisions of M.P.E.P. 609, it is requested that the Examiner return a copy of the attached Form 1449, marked as being considered and initialed by the Examiner, to the undersigned with the next official communication.

Please charge any additional fees or credit any overpayment to Deposit Account No. 13-2725.

Respectfully submitted,

MERCHANT & GOULD P.C.  
P.O. Box 2903  
Minneapolis, Minnesota 55402-0903  
(612) 332-5300

Date: October 17, 2003



John C. Reich  
Reg. No. 37,703  
JCR:PLSkaw



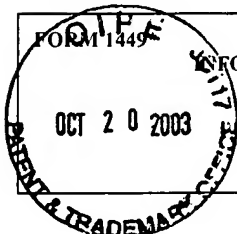
<b>INFORMATION DISCLOSURE STATEMENT</b>  <b>IN AN APPLICATION</b> (Use several sheets if necessary)	Docket Number: 12020.1USC1	Application Number: 10/622,260
	Applicant: RICE	
	Filing Date: 07/17/2003	Group Art Unit: UNKNOWN



## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	4,620,066	10/28/1986	Bushnell et al.			
	4,689,815	08/25/1987	Grewal et al.			
	5,008,930	04/16/1991	Gawrys et al.			
	5,299,259	03/29/1994	Otto			
	5,309,505	05/1994	Szlam et al.			
	5,309,513	05/03/1994	Rose			
	5,335,268	08/02/1994	Kelly, Jr. et al.			
	5,335,269	08/02/1994	Steinlicht			
	5,392,346	02/21/1995	Hassler et al.			
	5,436,965	07/25/1995	Grossman et al.			
	5,440,623	08/08/1995	Moore et al.			
	5,511,112	04/1996	Szlam			
	5,515,428	05/07/1996	Sestak et al.			
	5,555,299	09/10/1996	Maloney et al.			
	5,563,937	10/08/1996	Bruno et al.			
	5,590,176	12/31/1996	Agarwal et al.			
	5,590,188	12/31/1996	Crockett			
	5,592,542	01/07/1997	Honda et al.			
	5,621,790	04/1997	Grossman et al.			
	5,825,869	10/20/1998	Brooks et al.			
	5,889,799	03/1999	Grossman et al.			
	5,923,745	07/13/1999	Hurd			
	5,991,395	11/23/1999	Miloslavsky			
	6,285,752 B1	09/04/2001	Rice			
	6,621,900 B1	09/16/2003	Rice			

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form for next communication to the Applicant.	

	<b>INFORMATION DISCLOSURE STATEMENT</b>	
	<b>IN AN APPLICATION</b>	
	(Use several sheets if necessary)	
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Filing Date: 07/17/2003	Group Art Unit: UNKNOWN	

FOREIGN PATENT DOCUMENTS							
	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	0 806 858 A2	11/12/1997	EP				
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
		Declaration of Blake Rice (March 29, 1999)					
		Derville, D. et al., "Call Centers: A Strategic Issue for both Customers and Suppliers," <i>Alcatel Telecommunications Review</i> , pp., 275-283 (1996).					
		Gunnerson, S., "Advancements in Dialer Technology", <i>TeleProfessional</i> , page 44 (May 1998).					
		Hassler, K. et al., "Revolutionizing DEFINITY® Call Centers in the 1990s," <i>AT&amp;T Technical Journal</i> , Vol. 74, No. 4, pp. 64-73 (July/August 1995)					
		"Mosaix 5000 Call Management System", 3 pages (Date Unknown)					
		Mussig, D., "Call Centers: A Strategic Issue for both Customers and Suppliers," <i>Alcatel Telecommunications Review</i> , pp., 275-283 (1996).					
		Paris, G., "The next generation call center," <i>Perspectives</i> , 3 pgs. (1996).					
		Viking Electronics, Inc., 1992 Products Catalog, page 5					

<b>23552</b> PATENT TRADEMARK OFFICE
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